

# State of Indiana Voice as a Service

IOT Service Catalog – Product 1186

The State's New Telephone System  
Features and Phone Models

## Introduction

# State of Indiana (Sol) Voice as a Service (VaaS) Catalog

The purpose of the catalog contained on the following pages is to provide a dynamically updated list of services and associated costs for the new State-wide phone system known as State of Indiana Voice as a Service (Sol VaaS).

Below are some important factors to keep in mind when reviewing the Catalog:

- The two primary factors in determining the monthly cost of the service are the Phone Model and the Profile Type.
- The service has been designed so the vast majority of user's needs can be met with the Model 7841 and the Basic Profile.
- **Special Note: An Enhance Profile is not a requirement for a video phone.**

It is also important to understand the role of Jabber in this new service:

- What is Jabber?
  - Jabber is an all-in-one communication tool that streamlines communications and enhances productivity by unifying instant messaging, presence, video, voice, voice messaging, screen sharing, and conferencing capabilities securely into one client on your device (desktop, laptop, or other mobile device).
- What does Jabber cost?
  - Jabber is free and included in the Basic Profile for a single device (handset (hard phone), laptop, desktop, or mobile device)
  - To use Jabber on multiple devices you have two options:
    - Add extra devices to the Basic Profile at \$3.00 per month each or
    - Switch to an Enhance Profile that includes Jabber on up to 10 clients
  - *NOTE: Even with the Basic Profile, Jabber can be installed on multiple clients at no additional cost with all features available except for voice calling functionality.*

## Hardware Summary

Model	Lines/Feature Keys	Ethernet Connection	Bluetooth	Basic Price	Enhanced Price	Misc. Price	Cisco Part No.
Cisco 7841 (Base Model)	4	10/100/1000	No	\$17.82	\$24.21	\$14.74	CP-7841-K9
Cisco 7861 Model	16	10/100	No	\$22.04	\$28.43	\$18.96	CP-7861-K9
Cisco 8811 Model	5	10/100/1000	No	\$23.41	\$29.80	\$20.33	CP-8811-K9
Cisco 8841 Model	5	10/100/1000	No	\$22.52	\$28.91	\$19.44	CP-8841-K9
Cisco 8851 Model	5	10/100/1000	Yes	\$25.38	\$31.77	\$22.30	CP-8851-K9
Cisco 8861 Model	5	10/100/1000	Yes	\$27.27	\$33.66	\$24.19	CP-8861-K9
Cisco 8845 (Base Video Model)	5	10/100/1000	Yes	\$23.69	\$30.08	\$20.61	CP-8845-K9
Cisco 8865 Video Model	5	10/100/1000	Yes	\$27.10	\$33.49	\$24.02	CP-8865-K9
Cisco 8831 (Base Conference Model)	1	10/100	No	\$38.68	\$45.07	\$35.60	CP-8831-K9

Hardware Comparison Matrix									
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Profile Comparison Matrix					
	Basic	Basic Plus	Enhanced	Miscellaneous	Vociemail Only
Basic call options	x	x	x	x	N/A
Max number of devices	1	2	10	N/A	N/A
Extension Mobility	x	x	x	x	
Point-to-point Video within the Sol VaaS platform	x	x	x	x	
Speakerphone	x	x	x	x	
Access to Voicemail from Any Phone Anywhere	x	x	x		
Private Message Capability	x	x	x		
Informacast			x		
Multi-point Video Conference Bridge			x		
Voice enabled Cisco Jabber on Multiple Devices			x		

## Service Features - Basic - pg. 1

Core Telephony Functions	Feature Description
Call Block / Class of Restriction	Allows a telephone subscriber to block incoming calls from specific telephone numbers.
Call Forwarding	A telephone feature that allows calls made to one number to be forwarded to another specified number.
Call History	Also called Call Activity, is a record of all of your inbound and outbound calls.
Call Hold	The connection is not terminated but no verbal communication is possible until the call is removed from hold.
Call Mute	Allows a host to block the broadcast of audio during a call.
Call Park / Pickup	Call Park allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set.
Call Pickup Group	Allows users to pick up incoming calls in another group.
Call timer	Records the amount of airtime being used by the subscriber.
Call Transfer Blind Call	Ability to transfer the caller to a ring group or another subscriber without speaking to the new subscriber first.
Transfer Consult Call	Transfers a call to another destination without releasing the call from the voice platform until after the call is successfully transferred.
Call Waiting	A service whereby someone making a telephone call is notified of an incoming call and is able to place the first call on hold while answering the second.
Caller ID Conference	Used to report and track all conference call usage and activity for your account.
Calling Conference	Allows user to join two or more callers together at the same time.
Dial by Name	Ability to enter the extension of the person to contact to be directed to that extension.
Do Not Disturb (DND)	Includes Call Rejct and Ringer Off.
Extension Mobility	Allows users to temporarily access their Cisco Unified IP Phone configuration such as line appearances, services, and speed dials from other Cisco Unified IP Phones.
HTTPS for Phone Services	Eliminates potential security vulnerability by providing a facility to enable selected HTTP and HTTP over Secure Socket Layer (HTTPS) services on both the Cisco IOS HTTP and HTTPS server infrastructure.
Hunt Groups	Used to allocate calls which come in on a shared number
Immediate Divert to Voicemail	Allows you to immediately divert a call to a voice-messaging system.
Last Number Redial	The facility on a telephone by which the number just dialed may be automatically redialed by pressing a single button.
Line Unavailable Forward	Preconfigured number to which calls are forwarded if the customer endpoint becomes unresponsive.
Long Distance Access Code Support	Enforced DTMF digit (Access Code) used to make International Call.

## Service Features - Basic - pg. 2

Core Telephony Functions	Feature Description
Message Waiting Indicator	A flashing LED light on the phone handset.
Multiple Calls per Line Appearance	Allows all devices with a shared-line appearance to be able to make or receive new calls or resume held calls at the same time (7940+ models).
Music and Tone on Hold	Allows users to place users on hold with music or a tone depending on configuration.
Night Service Bell	Calls are forwarded to alternate group or phone number based on Night Service Schedule.
On-Hold Dialing	Current call is put on hold when initiating another call.
PLAR Private Line Automatic Ring Down	Upon off-hook, a preconfigured number is auto-dialed.
Point-to-point Video	Allows video to be used between Jabber clients and/or video-enabled phones on the Sol VaaS platform.
Prime Line Select	Phone receives call, on any line, while off-hook, and is always routed to primary line.
Privacy -Do Not Disturb	Inbound call is diverted to voicemail.
Ringer Pitch	Ringer pitch (determined by the frequency that sound waves vibrate at) can be adjusted.
Ringer Volume Adjust	Ringer volume (how soft or loud sound is) can be increased / decreased.
Shared-Line Appearances	Display indicates line is shared.
Silent and Feature Ring Options	Ring is silent when inbound call comes in.
Speakerphone	Voice call is heard through phone speakers instead of the handset allowing multiple persons to participate in a conversation.
Voicemail Functions	
Access to voicemail from any phone anywhere	Ability to access voice mail box from different phone.
Voicemail to email notification (e.g. .wav attachment)	Voicemail notification delivers .wav file voicemail message in email inbox.
Private message capability	Ability to mark a voicemail private so that the recipient knows to treat it confidentially. A private message cannot be forwarded.
Urgent message tagging	Ability to mark a voicemail urgent so it is sent before regular message.
Shared mailboxes	Voicemail mailbox accessible between multiple phones.
Greeting mailboxes	Allows you to record personal greetings heard prior to leaving voicemail.
Delivery of receipt and read receipt	Ability to verify a message was received and / or read.
Directory integration	Ability to integrate a corporate directory into a voice application to enable user lookups so users can dial contacts quickly after looking up their numbers in the directory.
Distribution list	Voicemail message sent to more than one phone at a time.
Multiple greeting capabilities based on: Time of day, Day of week, Holiday, Vacation	Different greeting played based on time of day, day of week, holiday or vacation configuration.
Internal / External caller tagging	Internal / external all notifications viewable.
Call routing capabilities (e.g. 0 out to operator)	Dual-tone multi-frequency (DTMF) key pressed during voicemail message routes call appropriately.

## Service Features - Basic - pg. 3

Auto Attendant Functions	Feature Description
Dial by Name capabilities	Call routes by DTMF name key press.
Dial by Extension capabilities	Call routes by Extension key press.
Unlimited Auto Attendants	No limit to Auto Attendants maximum.
Unlimited Call Tree depths	No limit to Call Trees maximum.
Time of Day routing	Calls route accordingly based on time of day.
Day of Week routing	Calls route accordingly based on day of week.
Holiday routing	Calls route accordingly based on holiday schedule.
Emergency message capability	Allows setup of an alternate greeting to be used in case of emergency or other short-term event, such as a holiday or snow day.
Automated backups	Allows you to restore the Digital Network Control System (DNCS) database and IPTV Service Delivery System (ISDS) and quickly re-establish normal business operations to subscribers.
On net and off net routing capabilities	Allows setup of call transfer restrictions for on-net calls within the telephony network and off-net calls external to the telephony network.
911 Enable (E911)	
Send enhanced location information to PSAP.	911 call sends correct location info to Public Safety Answering Point.
Notification via email and 911 client to security desk.	Security desk receives and email when a 911 call is made.
Conference in security desk to 911 call.	Security desk can be conferenced in on calls to 911.
Call Detailed Reporting	
Reporting and search of agency's call records	Ability to search and report on Call Detail Records (CDRs) which provide important data about calls, including the date and time for the call, who made the call, the reason why the call ended.
Daily / weekly / monthly reports	Ability to schedule daily, weekly, or monthly reports for call detail records.
Query capabilities	Ability to query on call detail records.

## Service Features - Enhanced

InformaCast Paging	Feature Description
Ability to send both text and audio messages to predefined groups of phones.	Ability to send text and audio messages to predefined groups of phones.
Multiple groups can be defined	Ability to define multiple groups to send text and audio messages to.
Audio messages can be pre-canned or real-time	Ability to send live or pre-recorded audio message to a group of phones.
Audio message delivery requires multicast or InformaCast Paging Gateways	Ability to send an audio message between a single sender and multiple receivers on a network using multicast or InformaCast Paging Gateways.
Unified Communications / Multi-Device	
Unified Communications / Multi-Device	Ability to add multiple network-accessible devices, i.e., tablet computers, smartphones, etc.
Video Conferencing	
Provide multi party video conferencing	Ability to connect with one or more sites while on a video conference call.
Multipoint Control Unites (MCUs)	A device commonly used to bridge videoconferencing connections.
Password protected end points	An endpoint is essentially any system that connects to the network and communicates with other devices on the network.
Supports third party video endpoints using SIP protocol	Third party endpoint video can be initiated via SIP.
Video bridging services supports: Multi continuous presence layout; Video transcoding and rate matching.	Enables time-synchronized low latency streaming services on Ethernet networks, including wireline Ethernet networks shared with other data traffic and wireless LANs.

## Additional Services Summary

Service	Description
Room-Based Video	<p>Customers with the need to accommodate larger numbers of participants would have a need for larger video endpoints. For this reason, Service Provider offers a Room Based Profile that is designed to support use of room based video endpoints such the Cisco SX Series, C Series, MX Series, and Telepresence Systems, that are not used as desktop or personal devices.</p> <p>The Room Based Multi-Point Conferencing Bridge accommodates up to 25 audio and video endpoints. This provides the host with an access code that they can include on meeting invitations to invite other video and/or audio endpoints. The meeting has a passcode to secure and also provides for custom screen layouts and the ability to share content.</p> <p>Note: Each Room Based Profile has one (1) Multi-Point Bridge included in the cost of the profile.</p>
Call Recording	<p>Call monitoring and recording solutions provide a way to monitor and record audio and video calls that traverse various components in a Unified Communications and Collaboration solution, such as Cisco IP Phones, Cisco Unified Border Element devices, or Cisco switches. These recordings can then be used by call centers and other enterprise functions for various purposes such as compliance, transcription, speech analysis, podcasting, and blogging.</p>
Additional DID	<p>For users that require an additional DID/extension in addition to their primary DID/extension.</p>
Voicemail Only	<p>The VoiceMail Only Profile is provided for users who do require a corporate DID and voice mail box, but will not be using any endpoint, neither hard-phone nor Jabber client, to answer nor make calls. An inbound DID is provided as well as a voice mail box. Calls inbound to the DID will cover immediately to voicemail. VoiceMail Only Users will be able to retrieve, forward, manipulate voicemails from any phone, or have voice messages delivered to their email (depending on corporate policy for voice-to-email transactions).</p>
Low Use Phone	<p>A phone placed in an area with the potential for only being used in extreme emergency situations. The phone uses a miscellaneous profile but is only charged the miscellaneous fee for the months when the device is actually in use. The phone is always activated and ready to make calls. Low Use Phone can be placed in areas such as prison tunnels where the phone is only used in riot situations. Neither voicemail nor a user is assigned to the phone.</p>

# Additional Services Pricing

Service	Pricing
Room-Based Video	\$29 per month per endpoint
Call Recording	Call Recording Only - \$10 / Call & Screen Recording - \$20
Additional DID	\$7.27 per user
Voicemail Only	\$4.25
Low Use Phone	\$100 One-time setup fee, Charged monthly as a Miscellaneous Profile only when used.

## Cisco IP Phone 7841 (Base Model)



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$14.45	\$20.84	\$11.37
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	<b>\$17.82</b>	<b>\$24.21</b>	<b>\$14.74</b>

### Basic Information

#### Basic Description

Base Model (4 line appearances)

#### Scenario in which this should be ordered:

Primary choice for basic usage

### Features

Display	3.5inch screen - 396x162 pixels - grayscale
Speaker phone	Yes
User-adjustable ring tones	Yes
Video Quality	N/A
Key Expansion	No
Number of lines / programmable keys	4
Ethernet Connection	10/100/1000
USB	No
Bluetooth	No

Product Number	Description	Additional Cost/Monthly
Add-on Devices		
CP-7800-WMK	Wall Mount Kit for 7800 Series Devices	No Charge
CP-PWR-CUBE-3	IP Phone power transformer for the 7900 phone series and CAB-AC	\$1.11

## Cisco IP Phone 7861



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$18.67	\$25.06	\$15.59
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	<b>\$22.04</b>	<b>\$28.43</b>	<b>\$18.96</b>

### Basic Information

Basic Description	Base Model with 16 line appearances
Scenario in which this should be ordered:	When more than 4 programmable lines/keys are needed

### Features

Display	3.5" 396×162 pixels
Speaker phone	Yes
User-adjustable ring tones	Yes
Video Quality	N/A
Key Expansion	No
Number of lines / programmable keys	16
Ethernet Connection	10/100
USB	No
Bluetooth	No

Product Number	Description	Additional Cost/Monthly
<b>Add-on Devices</b>		
CP-7800-WMK	Wall Mount Kit for 7800 Series Devices	No Charge
CP-PWR-CUBE-3	IP Phone power transformer for the 7900 phone series and CAB-AC	\$1.11

## Cisco IP Phone 8800 Key Expansion Module



### Total Cost

\$6.83

Requires one of the following phone models: 8851, 8861 or 8865

### Basic Information

#### Basic Description

The Cisco IP Phone 8800 Key Expansion Module extends the capabilities of Cisco IP Phone 8851, 8861, and 8865 models with additional buttons and a color LCD display. This key expansion module adds 18 physical keys with access to 18 additional keys, using the page keys, for a total of 36 additional keys. You can connect up to three 8800 KEMS to the IP Phone 8861 and 8865, and up to two 8800 KEMS to the IP Phone 8851. The 8800 KEM comes with a foot stand and all necessary hardware to connect it directly to the base device in the traditional side-by-side fashion.

#### Scenario in which this should be ordered:

When you need to determine the status of numerous lines beyond Cisco IP Phone 8851, 8861, and 8865 models

### Features

#### Graphical Display

4.3-inch - 480 x 272 pixels - color

#### Articulation

You can articulate the display to match the same angle as the Cisco IP Phone 8851, 8861, and 8865 that it is connected to.

#### Directory-number and feature buttons

18 physical buttons (36 using page keys)

#### Page buttons

Two page buttons to access each of the 18 buttons

## Cisco IP Phone 8811



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$20.04	\$26.43	\$16.96
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	\$23.41	\$29.80	\$20.33

### Basic Information

Basic Description	Base Model with localized grayscale language display
Scenario in which this should be ordered:	When a larger screen and additional programability is needed

### Features

Display	5 inch widescreen - 800 x 480 pixels - grayscale
Speaker phone	Yes
User-adjustable ring tones	Yes
Video Quality	N/A
Key Expansion	No
Number of lines / programmable keys	5
Ethernet Connection	10/100/1000
USB	No
Bluetooth	No

CP-PWR-CUBE-4

IP Phone power transformer for the 8800 phone series and CAB-AC

\$2.46

## Cisco IP Phone 8841



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$19.15	\$25.54	\$16.07
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	\$22.52	\$28.91	\$19.44

### Basic Information

#### Basic Description

Base Model with localized color language display  
When a larger color screen and additional programability is needed

Scenario in which this should be ordered:

### Features

Display	5 inch widescreen - 800 x 480 pixels- color
Speaker phone	Yes
User-adjustable ring tones	Yes
Video Quality	N/A
Key Expansion	No
Number of lines / programmable keys	5
Ethernet Connection	10/100/1000
USB	No
Bluetooth	No

CP-PWR-CUBE-4

IP Phone power transformer for the 8800 phone series and CAB-AC

\$2.46

## Cisco IP Phone 8851



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$22.01	\$28.40	\$18.93
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	<b>\$25.38</b>	<b>\$31.77</b>	<b>\$22.30</b>

### Basic Information

Basic Description	Base Model + Sidecar capabilities (2)
Scenario in which this should be ordered:	When you want a high/ large resolution color display

### Features

Display	5 inch widescreen - 800 x 480 pixels - color
Speaker phone	Yes
User-adjustable ring tones	Yes
Video Quality	N/A
Key Expansion	Yes (2 sidecars and 72 additional lines/feature keys)
Number of lines / programmable keys	5
Ethernet Connection	10/100/1000BASE-T
USB	Yes
Bluetooth	Yes

Product Number	Description	Additional Cost/Monthly
<b>Add-on Devices</b>		
CP-BEKEM	Cisco IP Phone 8800 Key Expansion Module	\$6.83
CP-PWR-CUBE-4	IP Phone power transformer for the 8800 phone series and CAB-AC	\$2.46

## Cisco IP Phone 8861



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$23.90	\$30.29	\$20.82
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	<b>\$27.27</b>	<b>\$33.66</b>	<b>\$24.19</b>

### Basic Information

Basic Description	Base Model + Sicecar Capabilites (3)
Scenario in which this should be ordered:	When you want a high/ large resolution color display

### Features

Display	5 inch widescreen - 800 x 480 pixels - color
Speaker phone	Yes
User-adjustable ring tones	Yes
Video Quality	N/A
Key Expansion	Yes (3 sidecars and 108 additional lines/feature keys)
Number of lines / programmable keys	5
Ethernet Connection	10/100/1000
USB	Yes
Bluetooth	Yes

Product Number	Description	Additional Cost/Monthly
<b>Add-on Devices</b>		
CP-BEKEM	Cisco IP Phone 8800 Key Expansion Module	\$6.83
CP-PWR-CUBE-4	IP Phone power transformer for the 8800 phone series and CAB-AC	\$2.46

## Cisco IP Phone 8845 (Base Video Phone)



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$20.32	\$26.71	\$17.24
IoT Admin Cost	\$3.37	\$3.37	\$3.37
Total Cost	\$23.69	\$30.08	\$20.61
Basic Information			
Basic Description	Base Video Phone (Bluetooth) When you want basic video capabilities		
Scenario in which this should be ordered:			
Features			
Display	5-in widescreen : 800 x 480 pixels color		
Speaker phone	Yes		
User-adjustable ring tones	Yes		
Video Quality	720p HD		
Key Expansion	No		
Number of lines / programmable keys	5		
Ethernet Connection	10/100/1000		
USB	No		
Bluetooth	Yes		
CP-PWR-CUBE-4	IP Phone power transformer for the 8800 phone series and CAB-AC	\$2.46	

## Cisco IP Phone 8865



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$23.73	\$30.12	\$20.65
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	\$27.10	\$33.49	\$24.02

### Basic Information

Basic Description	Base Video Model + Sidecar capabilities (3)
Scenario in which this should be ordered:	When you want a large/resolution color display

### Features

Display	5 inch widescreen - 800 x 480 pixels - color
Speaker phone	Yes
User-adjustable ring tones	Yes
Video Quality	720p HD
Key Expansion	Yes (3 sidecars and 113 additional lines/feature keys)
Number of lines / programmable keys	5
Ethernet Connection	10/100/1000
USB	Yes
Bluetooth	Yes

Product Number	Description	Additional Cost/Monthly
<b>Add-on Devices</b>		
CP-BEKEM	Cisco IP Phone 8800 Key Expansion Module	\$6.83
CP-PWR-CUBE-4	IP Phone power transformer for the 8800 phone series and CAB-AC	\$2.46

## Cisco Unified IP Conference Phone 8831 (Base Conference Phone)



	Profile		
Phone Type	Basic Profile	Enhanced profile	Miscellaneous
CBTS Cost	\$35.31	\$41.70	\$32.23
IoT Admin Cost	\$3.37	\$3.37	\$3.37
<b>Total Cost</b>	<b>\$38.68</b>	<b>\$45.07</b>	<b>\$35.60</b>

### Basic Information

Basic Description

Base Conference Phone

Scenario in which this should be ordered:

Medium to Large Conference Room

### Features

Display	3.5 inch screen - 396 x 162 pixels - grayscale
Speaker phone	Yes
User-adjustable ring tones	N/A
Video Quality	N/A
Key Expansion	No
Number of lines / programmable keys	1
Ethernet Connection	10/100
USB	No
Bluetooth	No

Product Number	Description	Additional Cost/Monthly
Add-on Devices		
CP-8831-MIC-WRLS	Wireless Microphone Kit for Cisco IP Conference Phone 8831	\$10.45